

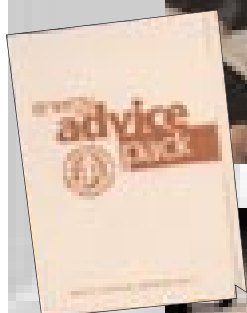
## **Providing energy advice to householders**

– a guide for local authorities and housing associations



This guide defines energy advice, and looks at:

- effective delivery methods to tenants and owner-occupiers
- energy advice strategies
- training needs
- funding sources



*Campaigning for Warm Homes*



**ENERGY EFFICIENCY**

**BEST PRACTICE  
PROGRAMME**

## CONTENTS

<b>1</b>	<b>INTRODUCTION</b>	<b>5</b>
<b>2</b>	<b>DEVELOPING POLICY AND STRATEGY</b>	<b>6</b>
<b>3</b>	<b>FUNDING ENERGY ADVICE</b>	<b>8</b>
<b>4</b>	<b>TRAINING</b>	<b>8</b>
<b>5</b>	<b>MONITORING PROGRESS</b>	<b>10</b>
<b>6</b>	<b>ENERGY ADVICE TO TENANTS</b>	<b>11</b>
<b>7</b>	<b>ENERGY ADVICE TO THE WHOLE COMMUNITY</b>	<b>12</b>
	<b>ADVICE AND ASSISTANCE</b>	<b>14</b>
	<b>FURTHER READING</b>	<b>15</b>

# 1 INTRODUCTION

## INTRODUCTION

The aim of this Guide is to help authorities and housing associations implement an effective strategy for the provision of energy advice, and coordinate the parties involved.

Energy advice may be provided as part of a social housing energy efficiency policy or, for local authorities, as part of policies stemming from Local Agenda 21 and the Home Energy Conservation Act. Clearly targeting different groups will enable authorities to meet different policy objectives.

Local authorities and housing associations have a special responsibility towards their tenants. Local authorities also have a central role to play in providing all sectors of the community with advice on the efficient use of energy. The Guide deals separately with advice to tenants and advice to private sector residents, for whom different delivery methods may be required.

Energy advice helps householders to make better use of their heating systems and appliances, and to gain maximum benefit from energy efficiency measures. It enables them to spend more wisely when improving their homes or buying new appliances. Advice on lifestyle issues can also reduce energy related problems.

### Effective energy advice

Ideally, the advice should be:

**Specific** advice, given **in person**, which helps individuals to **alter their behaviour**, with a resulting **improvement in the energy efficiency** of the home.

### TOPICS COVERED BY ENERGY ADVICE

Heating and preventing heat loss:

- use of heating and hot water systems
- effective use of heating controls
- home insulation and draughtproofing
- heat loss from buildings.

Lifestyle and housekeeping:

- the causes and cures for condensation and dampness
- the need for adequate ventilation
- no-cost energy saving measures
- health risks from under-heating
- costs of overheating.

Finance and budgeting:

- understanding tariffs, meters, and budgeting for fuel
- costs of running household appliances
- payment methods for fuel
- services available from fuel suppliers and consumer bodies
- grants and financial help available for energy efficiency.

All advice should be accompanied by details of who to contact for further information.

- **Specific.** The most effective advice is specific to individuals and their homes, enabling them to overcome practical problems.
- **In person.** Advice delivered face to face in the home allows the adviser to gather information on the client's circumstances, and existing level of knowledge and understanding. It aids effective communication and helps to identify individual difficulties such as a disability.
- **Alters behaviour.** Effective energy advice results in changes in behaviour that lead to improvements in the overall energy efficiency of the home.
- **Improves energy efficiency.** As a result of the advice clients will benefit from lower fuel bills or higher comfort levels for current fuel expenditure.

*Energy advice contributes towards warmer, healthier housing*



### CASE STUDY – ST. HELENS

Tenants in St.Helens were found to be using their old gas fires to heat their homes, despite the fact that gas central heating systems had been installed in the properties only four years previously. This was due to a misconception among the tenants that the heating systems were too expensive to run. Energy advice was given explaining that central heating was much more efficient than gas fires and would only cost around £5 a week to run. After the advice was given, the tenants started to use the central heating and benefited from enhanced comfort levels and increased usable space within the home.

## 2 DEVELOPING POLICY AND STRATEGY

### FLOW CHART

#### PLANNING

*Set targets.  
Identify funding.  
Allocate staff.  
Decide on training priorities.*

#### RESEARCH

*Identify other agencies in the area that provide complementary services.  
Identify a member of staff to coordinate the service.*

#### DEVELOPMENT

*Train key staff, tenants and councillors.  
Develop referral links with other agencies.*

#### ESTABLISHMENT

*Create a forum for all agencies involved in delivery or promotion of energy advice.  
Provide energy advice and publicise available services.*

#### MONITORING AND REVIEW

*Carry out impact assessments.  
Monitor delivery of advice.  
Evaluate progress towards targets.  
Listen to feedback from all parties.  
Review energy advice strategy.*

### DEVELOPING POLICY AND STRATEGY

#### Preparing an effective policy

A clearly written policy document is essential for the effective delivery of energy advice. This can take the form of a stand-alone energy advice policy or, more typically, be part of a broader energy efficiency or environmental policy. A good policy makes a commitment to meet fixed targets over a period of time.

An energy advice policy should include:

- aim - the overall mission or goal
- objectives - pre-determined outcomes or outputs
- targets - quantified objectives and a timescale for their achievement.

The policy should be accompanied by a more detailed action plan that sets out the strategy for its implementation.

For a policy to be effective it needs to be 'owned' by as many people as possible. It will be less successful if it is the work of only one or two people, or if it is copied from another authority.

One way of ensuring wider involvement and commitment is to organise a workshop for key staff from relevant departments as well as tenant representatives, elected members of the local authority and representatives from outside organisations. This can be used to develop preliminary ideas about objectives and targets. After the policy has been refined, follow-up workshops are useful for providing feedback and aiding communication between the different parties involved.

The policy should be publicly endorsed at the highest level. An official launch to which staff,

tenants, consumer groups and elected members are invited is likely to be productive in gaining support and providing impetus.

Experience has shown that while energy advice policies are best developed in liaison with a consultative group, the most successful are those where an individual assumes responsibility for carrying the policy forward. Such an individual should have sufficient status to influence practices within the organisation.

#### Developing a strategy

An energy strategy will eventually involve many different groups, giving advice in different ways, through different dissemination routes. To build up such a strategy from scratch will take time and this should be recognised when setting targets.

Table 1 (on page 7) shows incremental levels in the development of an energy advice service. This can be used to establish the current position, and to set future objectives and timescales. Progress towards achieving each level will vary according to local conditions.

It is important to set measurable and attainable targets and to review these regularly.

Longer term goals can be fairly broad to allow detailed strategic planning at regular intervals, reflecting achievements to date and changes which may occur over time. Table 1 can be used to monitor progress and to provide an indication of the success of the strategy in achieving policy goals. The flow chart (left) gives a useful route to follow in developing an energy advice service.

### DELIVERING ENERGY ADVICE

An effective energy advice strategy will combine a planned, proactive advice service with a reactive service that will address specific problems.

- Proactive energy advice: where the need for energy advice can be anticipated. For example, where it is known that householders have moved house or have had, or will have, new systems installed. Advice might include how to use systems efficiently or how to choose more efficient appliances.
- Reactive energy advice: any advice service where the public is invited to ring up or 'drop in'. Advice can also be targeted by reacting to problems that are related to energy use but where it is not identified as a primary concern. The latter requires that the appropriate people are able to identify when energy advice could be useful.

## 2 DEVELOPING POLICY AND STRATEGY

Level	Energy advice provided	Policy commitment
4	<ul style="list-style-type: none"> <li>■ Integrated energy advice policy in operation.</li> <li>■ Personal advice available to all tenants.</li> <li>■ Cross-tenure advice service available to all householders.</li> <li>■ Programme of training for staff, tenants and councillors.</li> <li>■ Established networking with external agencies.</li> <li>■ Policy properly monitored and evaluated.</li> </ul>	<ul style="list-style-type: none"> <li>■ The organisation is fully committed, with its partners, to providing an integrated energy advice service in its catchment area. A long term and comprehensive energy advice programme is in place to address the needs of all households.</li> </ul>
3	<ul style="list-style-type: none"> <li>■ Tailored energy advice provision to tenants.</li> <li>■ Programme of training for staff.</li> <li>■ Strategic provision with other agencies is being developed.</li> <li>■ Policy is in initial stages of operation.</li> <li>■ Cross-tenure advice service being developed.</li> </ul>	<ul style="list-style-type: none"> <li>■ The commitment to an integrated energy advice strategy as part of a broader agenda is reflected across the organisation, and in the nature of its relationships with other providers of energy and specialist advice services. A formal policy is in place, but it is not yet fully operational.</li> </ul>
2	<ul style="list-style-type: none"> <li>■ Basic energy advice provision to tenants only.</li> <li>■ Ad hoc staff training.</li> <li>■ Sporadic contact with other agencies.</li> <li>■ No cross-tenure advice provision.</li> <li>■ Energy advice policy is in the process of being developed.</li> </ul>	<ul style="list-style-type: none"> <li>■ It is recognised that energy advice forms a key part of broad energy efficiency and housing policy, and can contribute to wider environmental and social objectives. A formal policy is being drawn up.</li> </ul>
1	<ul style="list-style-type: none"> <li>■ Ad hoc provision with limited resources and no dedicated budget.</li> <li>■ Distribution of general energy awareness leaflets.</li> <li>■ No policy across the organisation.</li> </ul>	<ul style="list-style-type: none"> <li>■ Provision is ad hoc because commitment to energy advice is not shared by all staff in and across relevant departments. Developments may be taking place, but these will remain unfocused and incomplete without commitment from senior staff.</li> </ul>
0	<ul style="list-style-type: none"> <li>■ No energy advice provision.</li> <li>■ No energy information literature distributed.</li> <li>■ No energy advice policy in the organisation.</li> </ul>	<ul style="list-style-type: none"> <li>■ There is no current interest in the provision of energy advice to tenants or other groups. Opportunities exist but these are not recognised, or are not followed up.</li> </ul>

Table 1

### Householders with special needs

An energy advice service should always take into account those who have special needs.

Consideration must be given to making printed material available in large print, in Braille and on cassette tape or videos. Staff providing verbal advice, at whatever level, should be aware of the needs of people who lip read and/or use British Sign Language (BSL). Advisers should allow for the fact that many elderly people may have difficulty remembering advice.

Communities where English is not the first language will experience difficulties in using a

service which is essentially English based. Bi-lingual advisers will be required to meet this need, and this may involve giving energy awareness training to existing advisers. All printed materials, including those aimed at raising general awareness and signposting the energy advice service, should be available in the appropriate languages. Some basic research may be needed to identify which languages are used by communities in the area.

There may also be significant cultural differences which affect the way ethnic minority communities access and use services.



*Home visits allow an adviser to assess individual needs and give householders specific advice. Understanding meters is essential for budgeting and checking bills.*

### 3 FUNDING ENERGY ADVICE



*Some resources are available at no cost. This meter beater, used to estimate how much gas is used daily, is free from the Gas Consumers' Council.*

#### FUNDING ENERGY ADVICE

Local authorities must be prepared to commit sufficient resources to provide an effective energy advice service, although networking can maximise use of available resources.

Staff training and employing specialist energy advisers could be funded from the training budget and Housing Revenue Account respectively. However, energy advice can be funded in other ways which often involve incorporating advice into existing programmes.

- **Capital programmes.** Advice should be given following installation of any new energy efficiency measures and should be included in the overall budget. This is cost-effective as it ensures that new systems are used properly for the benefit of residents and landlords.
- **Training for tenants.** The main source of funding would normally be the Housing Revenue Account. However, such training could be provided from any tenant liaison or development funds.
- **Existing newsletters and publications.** These can be used for raising energy awareness. There may already be budgets for providing information to tenants.
- **Savings made on fuel bills of local authority buildings.** Savings can be used to fund energy advice programmes.

External organisations may be willing to provide literature and other materials.

- Fuel utilities could supply advice literature for specific heating systems and controls, and provide a referral point for queries on fuel billing and methods of payment. They can also help with sponsorship for seminars or other events.
- Manufacturers and suppliers of energy efficiency products can provide resources for refurbishment of demonstration houses in return for their products being advertised.

#### Special funding allocations

City Challenge funding or the Single Regeneration Budget can be used to provide energy advice, either generally or as part of specific improvement schemes.

Middlesbrough Borough Council, for example, part-funds a low energy demonstration house from its City Challenge budget. The house acts as a base for a wide range of energy advice throughout the City Challenge area.

Newcastle City Council funds its energy unit through the budgets of several departments. Although staff at the unit give priority to the delivery of advice to tenants they also provide services for other departments. They deliver a programme of talks and events to schools on behalf of the education department.

### 4 TRAINING



#### TRAINING

Training is the cornerstone of a successful energy advice service. Although it may be expensive initially, it can be regarded as an investment which will yield dividends over time. It enables local authorities both to identify the need for energy advice and to deliver the advice.

Training is available from a number of sources, including national organisations such as National

Energy Action (NEA), specialist energy advice centres, and private consultants.

Some authorities prefer short courses that are specifically tailored to their needs, while others utilise courses leading to an NEA/City & Guilds qualification in energy awareness.

Table 2 shows how different types of training apply to different people.

## 4 TRAINING

### CASE STUDY - LEICESTER CITY COUNCIL

Leicester City Council's energy advice policy made a strong commitment to training, and the council developed an in-house training manual. Having made an investment in training at an early stage the council now has sufficient expertise to deliver most of its training internally.

#### Staff training

The council's six energy officers, who deliver energy advice, have completed a three-day course, and have gained the NEA/City & Guilds qualification in energy awareness. Three have also completed an energy auditing assessor course which, although not directly related to energy advice, has given them a sound knowledge of building construction and energy efficient refurbishment.

#### Training for tenants' associations

Before a refurbishment scheme takes place, all tenants' association members receive basic

training, covering affordable warmth, condensation, understanding fuel bills and monitoring consumption. Eco-feedback cards are dispensed at training sessions to encourage monitoring, and information is provided to the tenants' association on specific topics, eg low energy light bulbs. The training is delivered by the energy officers.

#### Training for energy stewards

Energy stewards are members of the housing department. Thirty staff were trained initially and a further 20 have recently received training. Energy stewards encourage other staff members on site to use energy efficiently and to highlight problems. The training is delivered by the energy officers and focuses on raising awareness about the council's energy policy and looking for ideas to reduce consumption.



Type of training	People who can benefit	Content of training
<ul style="list-style-type: none"> <li>Short introductory course lasting from a few hours to a whole day.</li> </ul>	<ul style="list-style-type: none"> <li>Elected members, tenants, any council or housing association staff.</li> </ul>	<ul style="list-style-type: none"> <li>Fuel poverty.</li> <li>The benefits of energy efficiency.</li> <li>Affordable warmth.</li> </ul>
<ul style="list-style-type: none"> <li>Longer courses to develop technical knowledge and skills. Could last between three and five days.</li> </ul>	<ul style="list-style-type: none"> <li>Housing maintenance staff, tenants' representatives, housing management staff, sheltered housing wardens – anyone giving advice.</li> </ul>	<ul style="list-style-type: none"> <li>Understanding heating systems.</li> <li>Insulation and heat loss.</li> <li>Efficient use of controls.</li> <li>Condensation and dampness.</li> <li>Understanding fuel bills.</li> <li>Budgeting for fuel.</li> <li>Paying for fuel.</li> <li>Reading meters.</li> </ul>
<ul style="list-style-type: none"> <li>Short courses to improve the effectiveness of advice delivery.</li> </ul>	<ul style="list-style-type: none"> <li>Anyone who gives energy advice.</li> </ul>	<ul style="list-style-type: none"> <li>Communication skills.</li> <li>Listening skills.</li> <li>Prioritising advice to meet tenant need.</li> <li>Sharing experience and ideas.</li> <li>Updating technical knowledge.</li> </ul>
<ul style="list-style-type: none"> <li>Short sessions for small groups which take place in a house where a new system has been installed.</li> </ul>	<ul style="list-style-type: none"> <li>Housing staff, tenants.</li> </ul>	<ul style="list-style-type: none"> <li>Using the system and controls.</li> <li>Reading and understanding meters.</li> </ul>

Table 2



## 5 MONITORING PROGRESS

### MONITORING PROGRESS

Delivering a successful energy advice action plan requires a system of monitoring and evaluation. This should include a process for monitoring the effectiveness of the advice and a periodic review of progress towards targets.

#### Impact assessment

Many low income households restrict their energy use for financial reasons, so energy advice may result in increased comfort rather than a reduction in energy use and financial savings. Where this occurs, internal temperature monitoring would be needed to determine the increase in energy efficiency. If energy advice is given after the installation of energy efficiency measures it may be difficult to determine whether any savings are due to energy advice alone.

It is relatively easy to establish whether householders are able to programme their heating when they could not before, or if their general knowledge of energy efficiency has improved. Changing behaviour, such as purchasing low energy bulbs, is also a good indicator of whether advice is getting across.

### CASE STUDY – STIRLING DISTRICT COUNCIL

Stirling District Council carried out research to determine the effectiveness of its energy advice. One hundred and fifty houses of the same type were monitored. These houses used three fuel types: gas, electricity and solid fuel. Half of the households received 4 to 5 hours of advice from trained tenant advisers. The remainder constituted a control group and received no advice.

Monitoring took the form of fuel bill information, meter readings and a questionnaire which was completed by all the tenants. Energy modelling was used to estimate expected energy use.

The study showed that some of those receiving advice reduced their fuel bills by over 10%. The control group experienced a rise in their bills in line with fuel price increases. The survey also provided invaluable information on the tenants' use of heating and hot water systems which will help the housing department to improve the design and implementation of future heating improvement schemes and enable the provision of more effective advice.

Monitoring energy consumption and comfort levels is time consuming and expensive. It may be preferable to carry out a survey to assess qualitatively how people have changed their energy use. For example, do they feel they are more comfortable or are saving money as a result of the energy advice?

Where it is possible to monitor a reduction in energy use, taking meter readings over the winter should show actual energy used. Remember that if readings are taken over two consecutive winters differences may be caused by different weather conditions, a change in the number of occupants and their lifestyle, or the purchase of new appliances. Care should be taken to allow for any other fuel used, such as bottled gas. This kind of monitoring should be accompanied by a lifestyle questionnaire, and a control group is essential.

#### Monitoring the delivery of advice

A small sample survey can indicate the effectiveness of advice and provide information that can lead to improvements in the way that advice is delivered. This can be accomplished by carrying out structured interviews with a sample of householders who have received advice.

A survey will easily establish whether householders have understood the advice. It may also be useful to find out whether all householders are aware that advice is available.

#### Reviewing progress towards targets

The person responsible for energy advice should be in a good position to monitor progress. However a small inter-departmental steering group could be set up to provide feedback and make suggestions. A similar role would be provided by an energy advice forum which includes external agencies.

Periodic reports on actual performance against targets will enable the relevant council committee to review progress and make any necessary adjustments. This type of formal reporting will be most effective if it has a high profile and progress reports are widely available.



## 6 ENERGY ADVICE TO TENANTS

### ENERGY ADVICE TO TENANTS

Local authorities have an important role to play in the provision of energy advice to the community as a whole, but they share with housing associations an additional responsibility to the tenants they house.

- Advice should always be given after energy efficiency improvements. Written instructions alone are not sufficient. Installers who are not trained to give advice may not be able to provide this service effectively.
- Tenants moving into new homes should be shown how to use the systems installed. This may best be done by the staff who are re-letting the dwelling.
- All tenants should eventually receive advice to inform them of the benefits of energy efficiency. Housing staff can reinforce this advice through routine contact with residents.

One visit alone may not be sufficient to get the information across. Follow-up visits may be necessary, or tenants may be given the number of a telephone advice line.

The direct contact that social landlords have with their tenants presents opportunities not always available in the private sector.

- Housing managers can initiate action following complaints about condensation and mould. It is more cost-effective for a landlord to prevent this problem recurring than to continually redecorate and spend staff time responding to complaints.
- Maintenance workers can identify energy related problems, such as condensation or unused/broken heating systems, during visits.
- Front line housing/rent officers can identify rent arrears; appropriate advice on improving energy efficiency can increase disposable income and make debt problems more manageable.
- Social services staff have regular face-to-face contact with disadvantaged and vulnerable householders and are well placed to identify a range of energy related issues. Care workers can build up a relationship of trust with householders and may be seen as more approachable.

Training in energy advice can enable front line staff to deliver advice without referring tenants to specialist advisers. They may also already have useful skills. For example, technical staff may be able to deliver advice on condensation and dampness, heating and hot water systems and heating controls.

Early consultation with tenants during improvement programmes helps to anticipate what kind of advice may be appropriate. For example, explaining the running cost and purpose of humidistat-controlled extractor fans will minimise problems arising through inappropriate use after installation. Advice should be delivered at appropriate points during and after a refurbishment schedule.

An effective strategy in this situation can include:

- providing tenants with information on planned refurbishments and consulting them on options for heating and ventilation
- talks to tenants on the use of the chosen heating systems and controls, details of ventilation measures etc
- a visit to each tenant following the installation of new systems, allowing the adviser to check that the tenants can use the system properly and understand the use of ventilation measures.

Tenants acting as neighbourhood heating advisers can overcome barriers that sometimes exist between tenants and landlords and act as a way of channelling information into the community.

Consulting tenants on the choice of new heating systems can identify potential problems. For example, tenants may prefer mechanical time clocks to electronic programmers, even though the latter offer greater flexibility. Tenants with poor sight or limited mobility may find some controls easier to operate than others.



*Residents should be able to choose heating controllers which they find easy to use and understand*

### CASE STUDY – HASTOE HOUSING ASSOCIATION

Hastoe Housing Association produced an energy advice strategy which included targets and an action plan, for implementing the strategy.

**Target 1** By the end of 1994 each new resident moving into **a new dwelling** will receive energy advice.

**Target 2** By the end of 1995 every new resident moving into **any dwelling** will receive energy advice

**Target 3** By the end of 1996 **all existing residents** will be given the opportunity of receiving energy advice.

The Association aimed to meet the targets by ensuring that advice was given during the handover of new homes, or within six months of moving in. Residents were also given an advice booklet.

## 7 ENERGY ADVICE TO THE WHOLE COMMUNITY



*Energy advice lines can be used to give advice or be a point of contact for a referral or follow up service.*

### ENERGY ADVICE TO THE WHOLE COMMUNITY

Providing an effective energy advice service to the private housing sector requires different delivery methods and greater strategic cooperation with external agencies.

Local authorities have an important role to play in building networks that will direct advice from wherever it is available to where it is needed. In addition to their own services there may already be existing sources of energy advice within the community, for example Local Energy Advice Centres (LEACs), the utilities, and Home Energy Efficiency Scheme (HEES) installers.

Local authorities need to address:

- delivery methods to private sector residents
- targeting advice through local authority services
- developing links with private and voluntary sector groups.



### Delivery methods

In some areas specialist energy advice centres may already offer some of these services. If not, local authorities may wish to provide them.

#### ■ **A dedicated telephone advice line.**

This is not as good as a home visit, but can answer specific questions and act as a referral point for further advice.

#### ■ **Drop-in centres.** The public can seek advice, pick up information, and see energy efficiency measures demonstrated. New or refurbished properties could be open to the public as demonstration houses for a short period before occupation.

#### ■ **Training.** This can be provided for specific groups, such as local builders, who have an impact on energy efficiency and awareness. Where these services are provided by an external agency the local authority can still play an important role through publicity and accreditation.

#### ■ **Travelling advice service.** Visits to community centres can raise awareness among groups with limited opportunities to visit an energy advice centre.

#### ■ **Home visits.** These can be available on request for situations where specific advice is needed and to help the housebound.

Local Energy Advice Centres (LEACs) give advice by telephone, or as a drop-in service, to householders who are able to invest in energy efficiency improvements. LEACs can also recommend sources of materials or approved contractors.

## 7 ENERGY ADVICE TO THE WHOLE COMMUNITY

### Targeting advice through local authority services

On housing matters owner-occupiers, landlords and private sector tenants are most likely to have contact with a local authority agency service. Depending on resources available, more in-depth advice can be made available by trained authority staff, or through referral to other agencies able to offer appropriate advice. Local authority departments well placed to give advice are:

- **Environmental Health.** When renovation grants are allocated or large-scale renewal projects are carried out, energy advice can be given to both householders and builders.
- **Building Control and Planning.** Officers can provide energy advice to owner-occupiers and landlords planning to undertake building work. They can also refer clients on for more specialised advice or training.
- **Social Services.** Social workers, home care assistants, and welfare rights advisers are in a position to identify energy-related issues affecting their clients such as condensation and mould growth, fuel debt, and cold-related illness.



### Developing links with private and voluntary sector groups

An effective energy advice strategy coordinates relevant local services. In particular, it is important that those running relevant local services develop good working relationships with other local agencies providing energy advice.

- **Home Improvement Agencies.** HIAs often advise on or facilitate energy efficiency improvements and provide an important service to vulnerable households in the private sector.
- **General advice agencies.** Citizens' Advice Bureaux and welfare rights agencies offer advice on budgeting to consumers with payment problems. Their advice workers are in a key position to refer such clients on for energy advice that could help avoid such problems in future.
- **Health services.** Health visitors are able to identify households where health problems may be related to cold and damp. Any improvement is also of benefit to the health services.

Raising energy awareness is an important part of any private sector energy advice strategy. It is unlikely that home visits can be provided to all householders, therefore it is important to publicise all sources of energy advice.

*Builders and installers who deal directly with householders are in an ideal position to recommend energy efficiency measures. It may be useful to supply them with relevant information or training.*

## ADVICE AND ASSISTANCE

A number of agencies provide advice and assistance.

### National organisations

#### National Energy Action (NEA)

St Andrew's House, 90-92 Pilgrim Street  
Newcastle Upon Tyne NE1 6SG.  
Tel 0191 261 5677

*NEA develops energy efficiency initiatives and has developed a range of energy efficiency qualifications including the NEA/City & Guilds Energy Awareness qualification.*

**Energy Saving Trust (EST)**, 11-12 Buckingham Gate, London SW1E 6LB. Tel 0171 931 8401

**Energy Action Scotland (EAS)**, 21 West Nile Street, Glasgow G1 2PJ. Tel 0141 226 3064

*EAS promotes energy efficiency, energy conservation and affordable warmth for all. It also runs the Energy Advice Forum and the Energy Education Forum.*

**Care and Repair**, Castle House, Kirtley Drive Nottingham NG7 1LD. Tel 0115 9799091  
*Administers renovation work on homes belonging to older people.*

**Help the Aged**, 16/18 St James's Walk London EC1R 0BE. Tel 0171 253 0253  
*Help the Aged runs the Winter Warmth line and Senior line which provide energy advice. Details are available on request.*

*Winter Warmth line: 0800 289 404 (available 1st October to 31st March). (Age Concern works in cooperation with the Department of Health, Help the Aged, and NEA on the Winter Warmth line.)*

**Child Poverty Action Group**, 4th Floor, 1-5 Bath Street, London EC1V 9PY. Tel 0171 253 3406

#### National Right to Fuel Campaign

Westgate House, Prebend Street, London N18 PT.  
Tel 0171 288 1213

#### Federation of Independent Advice Centres

13 Stockwell Road, London SW11 9AU.  
Tel 0171 274 1839

*Holds a database of all energy advice and most general advice agencies.*

#### Gas Consumers' Council

Tel 0645 060708

### Organisations providing resources and training

**BRECSU**, Building Research Establishment (BRE) Garston, Watford WD2 7JR. Tel 01923 664258

*BRECSU is part of the Building Research Establishment (BRE). It is an independent centre for information on energy efficiency in buildings and manages the Department of the Environment's Energy Efficiency Best Practice programme.*

#### Department of the Environment

'Wasting energy costs the Earth'. Tel 0345 868686  
*Free energy advice leaflets for distribution to householders.*

**Birmingham Settlement**, 318 Summer Lane, Birmingham B19 3RL. Tel 0121 359 3562

National Debtline 0121 359 8501  
*A settlement of voluntary sector organisations providing independent services. Runs National Debtline, National Money Advice Training Unit and individual counselling.*

**Bristol Energy Centre**, The Create Centre B-Bond Warehouse, Smeaton Road Bristol BS1 6XN. Tel 0117 929 9950  
*Training and tailor-made advice for clients nationwide.*

#### Energy Conservation and Solar Centre (ECSC)

73 Collier Street, London N1 9BE.  
Tel 0171 833 5597  
*National energy education and advice charity.*

**Heatwise Ltd**, 72 Charlotte Street, Glasgow G1 5DW. Tel 0141 303 3131  
*Development of energy advice by home visits, information packs, group talks and work with schools.*

#### National Energy Foundation (NEF)

3 Benbow Court, Shenley Church End Milton Keynes MK5 6JG. Tel 01908 501 908  
*An independent educational charity.*

**Eaga Ltd**, Eldon Court, Eldon Square, Newcastle Upon Tyne NE1 7HA. Tel: 0191 230 1830,  
*Eaga administers the HEES and DEES programmes.*

## FURTHER READING

Specialist energy advice agencies can provide a range of services including advice and training. LEACs can be contacted from anywhere in the UK. They provide free independent advice on Freephone 0800 512 012.

### Fuel utilities

British Gas and the Regional Electricity Companies are required to provide energy advice services. This includes advice to customers about fuel payment.

## FURTHER READING

**Building Research Establishment.** Tackling condensation: a guide to the causes of, and remedies for, surface condensation and mould in traditional housing, J Garrat and F Nowak. Garston, BRE, 1991.

**Child Poverty Action Group.** Fuel rights handbook, Antoinette Hoffland and Nicholas Nicol. CPAG Ltd.

**Energy Inform Ltd.** Heating advice handbook. Energy Inform Ltd, 5 Hawkyard, Greenfield, Oldham OL3 7NP. Tel 01457 873 610.

**National Energy Action.** Energy advice within the Home Energy Efficiency Scheme: a guide to good practice. NEA, Newcastle-upon-Tyne, 1995. Energy in the home, 1996. Spreading the word on winter warmth, 1996. Energy Information for Winter Action on Cold Homes, 1996. Heating Action for Older People, 1996.

**Newcastle Tenants Federation.** Action on damp homes, Roger Critchley. NTF, First Floor, Pink Lane, Newcastle upon Tyne NE1 5DW.

**Tenants Energy Advice Service.** Energy resources for tenants: a who's who of help advice and information. TEAS, 1993. No cost, low cost, 1994. (TEAS can be contacted c/o the Energy Conservation and Solar Centre, see page 14.)

**The Government's Energy Efficiency Best Practice programme** provides impartial, authoritative information on energy efficiency techniques and technologies in industry and buildings. This information is disseminated through publications, videos and software, together with seminars, workshops and other events. Publications within the Best Practice programme are shown opposite.

Visit the website at **[www.energy-efficiency.gov.uk](http://www.energy-efficiency.gov.uk)**  
Call the Environment and Energy Helpline on **0800 585794**

**For further specific information on:**

Buildings-related projects contact:  
Enquiries Bureau

**BRECSU**

BRE  
Garston, Watford WD25 9XX  
Tel 01923 664258  
Fax 01923 664787  
E-mail [brecsuenq@bre.co.uk](mailto:brecsuenq@bre.co.uk)

Industrial projects contact:  
Energy Efficiency Enquiries Bureau

**ETSU**

Harwell, Oxfordshire  
OX11 0RA  
Tel 01235 436747  
Fax 01235 433066  
E-mail [etsuenq@aeat.co.uk](mailto:etsuenq@aeat.co.uk)

**Energy Consumption Guides:** compare energy use in specific processes, operations, plant and building types.

**Good Practice:** promotes proven energy-efficient techniques through Guides and Case Studies.

**New Practice:** monitors first commercial applications of new energy efficiency measures.

**Future Practice:** reports on joint R&D ventures into new energy efficiency measures.

**General Information:** describes concepts and approaches yet to be fully established as good practice.

**Fuel Efficiency Booklets:** give detailed information on specific technologies and techniques.

**Introduction to Energy Efficiency:** helps new energy managers understand the use and costs of heating, lighting, etc.